

NETWORK MANAGER REPORT



NOVEMBER 2005

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

With Thanksgiving behind us, the height of the renewal season for many of the state agencies is coming to a close. 2005 has been a strong year for both seasoned and new web applications alike. The Alabama Interactive (AI) customer support team has received great feedback to the multitude and variety of services offered to the State's constituencies. As previously mentioned, our partners are enjoying the benefits of increased adoption rates, which continue to increase year-over-year. Due to continually increasing application adoption rates, AI hopes to partner with several additional agencies to fulfill service requests to meet the demands of the State's initiative on electronic government in 2006.

Highlights during the month were:

- The 7-day Trip and Fuel permit application for the Department of Revenue, Motor Vehicles Division is live and in production. This application allows mCarriers to purchase a temporary permit to travel on Alabama roadways directly from the state via online instead of having to go through a third party permitting agency.
- During the month of November, the hunting and fishing license application for Department of Conservation and Natural Resources issued over 60,000 licenses through the point-of-sale and online applications. Over 6,500 individuals purchased their licenses and permits from the convenience of their own computers.
- Alabama Department of Public Health license renewal application for provider service facility renewals has been completed and is in production. This service will allow for the annual license renewal of provider service facilities.
- Alabama Department of Revenue 7-day trip and fuel permit application has been completed and is in production. This service will allow for motor carriers to purchase a temporary permit to travel on Alabama roadways.
- The Home Builders Licensure Board had over 5,000 licenses renew online this year during the normal renewal period, which equates to a year-over-year adoption increase of about 36%. Late renewals begin on December 1st.
- Alabama Board of Professional Engineers and Land Surveyors license renewal application has been completed and is in production. This service will allow for the renewal of professional engineers and land surveyors licenses.
- Alabama Board of Professional Engineers and Land Surveyors had 1,100 Engineers and Land Surveyors successfully submit their renewal applications online in their first month in production.
- Alabama Board of Nursing experienced another successful license renewal season with over 4,500 LPNs renewing online. Current LPN adoption is about 30 percent.

Marketing

The October addition of Montgomery Living magazine featured the Department of Conservation's Becoming an Outdoor Women program. The article made reference to the web address that would allow interested parties to register online. AI delivered several copies to the agency for review.

The Iron Bowl is probably one of Alabama's oldest and continually running rivalries. This year, the event took place in Auburn at the Jordan-Hare stadium, which when at full capacity is said to be the 5th largest city in Alabama. The capacity of the stadium is over 87,000 people, which is guaranteed to be a complete sell-out to the citizens of Alabama for this game. Alabama Interactive designed and purchased 4 instant replay spots (8 impressions) on the stadium's Jumbo-Tron scoreboard, which placed the state's official web address, alabama.gov in front of a captive and targeted audience. As an added benefit, the first 2 replays corresponded with the first 2 touch-downs of the game.

Alabama Interactive delivered a presentation on electronic government to the regulatory board conference held at Cheaha State Park in North Alabama. AI's participation was arranged by an invitation from the Home Builders Licensure Board.

Customer Service

Hunting in Alabama is nothing to take lightly. The month of November began with an increase in hunting license sales to all the wishful hunters looking for an opportunity to come face to face with this year's trophy buck. The AI customer service team stayed busy helping many of the point-of-sale field agents and users with any technical questions in completing their license transactions.

With the renewal season coming to an end, last minute licensees regularly contact AI for technical assistance and reminders of transactions previously processed. This is our time to deliver the accurate and prompt customer service we strive to maintain.

Alabama Board of Engineers and Land Surveyors initial renewal application went live this month. Here is an email that was sent to the AI offline support and comments email system:

"WHAT A NICE FORM - QUICK, SIMPLE AND GIVES THE CONFIRMATION NUMBER SO FAST. THANKS."

Jeanne Mitchell
CRS Engineering Inc.

Development

The development team implemented a project called “AI Dev-Share”, which will give the development staff the opportunity to share innovative technologies in relation to how they can enhance our current and future applications. These planning sessions will once every other week for 30 minutes to an hour to discuss a current technical topic. The meetings are designed to be a form of continuing education and will be an open discussion, led by the member of the team with the most experience on the subject.

In addition to several application enhancements, the development team deployed 3 new intranet reporting functions during the month of November.

Preparations for .NET have continued, as the development staff works toward a smooth and rapid .NET development a training process that will be carried out in the beginning of 2006. We currently have on staff three developers who have significant experience in .NET coding and technology.

PROJECT REPORT

COMPLETED!

Completed in 2002

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| Alabama Board of Nursing | <ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License |
| Alabama Department of Public Safety | <ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records |
| Alabama Real Estate Commission | <ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification |
| Alabama Secretary of State | <ul style="list-style-type: none">· Merchant Services |

Completed in 2003

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| Alabama State Banking Dept. | <ul style="list-style-type: none">· Renewal of Small-Loan and MiniCode License· Renewal of Pawn Broker License· Renewal of Mortgage License |
| Alabama State Bar | <ul style="list-style-type: none">· Membership Renewal |
| Alabama Board of Chiropractic Examiners | <ul style="list-style-type: none">· Renewal of License· Licensee Verification |

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| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none"> · Online Hunting and Fishing Licenses · Hunting and Fishing Licenses/Point-of-Sale · Probate Court Point of Sale Hunting and Fishing Licenses · Oak Mountain Bow Hunt Registration · Outdoor Alabama Subscription |
| Alabama Department of Finance, Office of the CIO | <ul style="list-style-type: none"> · Alabama State Portal |
| Alabama Department of Insurance | <ul style="list-style-type: none"> · Merchant Services · Merchant Services for Provider Renewals |
| Alabama Board of Nursing | <ul style="list-style-type: none"> · License verification and disciplinary status-Subscriber · Name and Address Change · LPN Renewal |
| Alabama Real Estate Commission | <ul style="list-style-type: none"> · Instructor License Renewal |
| Alabama Department of Revenue | <ul style="list-style-type: none"> · Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax |
| Alabama Secretary of State | <ul style="list-style-type: none"> · UCC (Uniform Commercial Code) Filings |

Completed in 2004

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| Alabama Board of Architects | - License Renewal |
| State Banking Department | - Deferred Payment Renewal |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none"> - Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama |
| Alabama Department of Environmental Management | - Waste Water Operator License Renewal |
| Department of Finance | - Alabama InTouch (Constituent Notification) |
| Alabama Home Builders Licensure Board | <ul style="list-style-type: none"> - Initial Application Download and payment - License Renewal |
| Alabama Department of Industrial Relations | - Merchant Services |
| Alabama State Motor Pool | - Fleet vehicle reservation |
| Alabama Board of Nursing | <ul style="list-style-type: none"> - Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals |
| Alabama Board of Pharmacy | - License Renewal |

- Alabama Public Service Commission - Supplemental Motor Carrier Authorization
- Alabama Real Estate Commission - Mailing Labels
- Continuing Education Providers Services
- Alabama Department of Revenue - Personalized License Plate Reservation
- Local Government Report Distribution

Completed in 2005

| Agency | Application | Description | Status |
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| Alabama State Board of Chiropractic Examiners | Initial Facility Permit | This service allows chiropractic offices to apply for a facility permit. | This application is complete and in production. |
| Alabama Department of Environmental Management | "Smoke School" Registration | This application allows individuals to sign up for visible emissions training online. | This application is complete and in production. |
| Alabama Department of Industrial Relations | Workers Compensation CE Registration | This application allows HR professionals to register for continuing education classes. | This application is complete and in production. |
| Alabama Department of Public Health | Children's Health Insurance Program Payments | This application allows payment of CHIP premiums by credit card. | This application is complete and in production. |
| Alabama Real Estate Commission | Continuing Education Course Renewal | This service allows renewal courses for continuing education credit. | This application is complete and in production. |
| Alabama Department of Revenue | Income Tax Extension Application | This service allows taxpayers to file a request for income tax extension. | This application is complete and in production. |
| Alabama Board of Registration for Foresters | License Renewal | This application allows licensed foresters to renew their license online. | This application is complete and in production. |

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| Alabama Real Estate Commission | Change of Information | This application allows for the changing or updating of addresses and personal information | This application is complete and in production. |
| Alabama Plumbers and Gas Fitters Board | Merchant Services | This application allows online payment for license renewal. | This application is complete and in production. |
| Real Estate Appraisers Board | License Renewal | This application allows Real Estate Appraisers to renew their licenses online | This application is complete and in production. |
| Alabama Board of Public Accountancy | License Renewal | This application will allow licensed CPA's and Public Accountants to renew their license online | This application is complete and in production. |
| Alabama Board of Nursing | Military Nurse Renewals | This application will allow military nurses to renew their licenses online. | This application is complete and in production. |
| Alabama Board of Pharmacy | Institution (hospital) License Application | This an annual license application for institutions (hospitals) | This application is complete and in production. |
| Alabama Board of Examiners in Speech-Language Pathology and Audiology | License Renewal | This service will allow for renewal of speech pathologist and audiologists licenses. | This application is complete and in production. |
| Alabama Homebuilder Licensure Board | Renewal of Inactive License | This application will allow those with inactive licenses to renew that status. | This application is complete and in production. |
| Alabama Board of Professional Engineers and Land Surveyors | License Renewal | This service will allow for Engineers and Land Surveyors to renew their license online. | This application is complete and in production. |
| Alabama Public Service Commission | Annual Registration Application (RS-1) | This is an annual registration that is required before the supplemental (RS-2) application is used each year. | This application is complete and in production. |

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| Alabama Department of Revenue | Trip and Fuel Permits | This application allows truckers to fill out their trip and fuel permits online | This application is complete and in production. |
| Alabama Department of Public Health | Provider Service Facility Renewal | This service will allow Provider Service Facilities to renew their licenses online. | This application is complete and in production. |

Updates in 2005

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| Alabama Board of Chiropractic Examiners | License Renewal Updates for 2005 | Updates to last year's online licensing application | This application is complete and in production. |
| Alabama State Banking Department | Multiple License Renewal | This is an update to a pre-existing application for Banking | This application is complete and in production. |
| Alabama Board of Nursing | LPN Renewals | This is an update to a pre-existing application for Alabama Board of Nursing. | This application is complete and in production. |
| Alabama Board of Architects | License Renewal | This is an update to a pre-existing application for the Alabama Board of Architects. | This application is complete and in production. |
| Alabama Department of Conservation and Natural Resources | Local Probate Update | This service allows local probates to add their fees to hunting and fishing licenses. | This application is complete and in production. |
| Alabama Department of Industrial Relations | Unemployment Quarterly Tax Updates | Updates to application allowing for encryption of checking account information | This application is complete and in production. |

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| Alabama State Banking Department | Updates to Mortgage and D.P. | Updates to applications. | These applications are complete and in production. |
| Alabama Department of Environmental Management | Smoke School Fall Registration Updates | This is an update to a pre-existing application that allows individuals to register for Smoke School courses online. | This application is complete and in production. |
| Alabama Department of Conservation and Natural Resources | Marine Resources Point-of-Sale | This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division. | This application is complete and in production. |

IN TESTING.....

| Agency | Application | Description | Status | Target Date |
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| Alabama Department of Environmental Management | Phase II Storm-water permitting | This application allows for the submission of a construction watershed permit. | This application is on hold pending some agency discussion/decision. | May 2005 |
| Alabama Board of Social Work Examiners | Online License Renewal | This application will allow persons licensed by the Board to renew their license online. | This application is in agency testing. | March 2005 |
| Alabama Department of Public Health | Home and Community Health Payments | This service will allow credit card payment of home health services. | This application is in agency testing. | July 2005 |
| Alabama Board of Nursing | Initial License for Advanced Practice Nurses | This service will allow Advanced Practice nurses to apply for licensure online. | This application is in testing. | September 2005 |
| Alabama Public Service Commission | Annual Registration Application | This is an annual registration (RS-1) that is required before the supplemental (RS-2) application is used each year. | This application is complete and in production. | |

IN DEVELOPMENT . . .

| Agency | Application | Description | Status | Target Date |
|--|----------------------------|---|--|---------------|
| Alabama Board of Cosmetology | License Renewals | This application will allow persons licensed by the Board of Cosmetology to renew their license online. | This application is on hold until the next renewal period (July 2006). | July 2006 |
| Alabama Homebuilders Licensure Board | Renewal of Expired License | This application will allow those with an expired license to renew after the deadline for filing. | This application is in pre-project planning. | December 2005 |
| Alabama Board of Professional Engineers and Land Surveyors | Application for Exam | This service will allow those applying for licensure to sign up for examinations. | This application is on hold. | August 2006 |
| Alabama Board of Professional Engineers and Land Surveyors | Licensee data download | This service will allow for the download of a file of mailing address labels for licensees. | This application is on hold. | December 2005 |
| Alabama Department of Public Safety | Merchant Services | This application will allow credit card payments. | This application is in development. | May 2006 |
| Alabama Real Estate Commission | License Transfer | This application allows the transfer of licenses. | This application is in the pre-project planning phase. | October 2005 |
| Alabama Real Estate Commission | Original Licensure | This application will allow potential licensees to apply for a license online. | This application is in the pre-project planning phase. | December 2005 |

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| Alabama Licensure Board for Interpreters and Transliterators | License Renewal | This service will allow professionals to renew their licenses and permits online. | This application is in the pre-project planning phase. | January 2006 |
| Alabama Department of Revenue | Tax Estimations Application | This service will allow citizens to pay their estimated tax online. | This application is in the project planning phase. | January 2006 |
| Alabama Real Estate Commission | Certification Update | This service will allow citizens to verify that a broker is licensed in Alabama. | This application is in the project planning phase. | November 2005 |
| Alabama Real Estate Commission | Business Address Change | Allows Businesses to change their address information online. | This application is in the project planning phase. | February 2006 |
| Association of Mental Retardation and Developmental Disabilities | Case Manager Online Subscription Services | Allows case managers access to case management training services | This application is in the project planning phase. | December 2005 |
| Department of Conservation and Natural Resources | Boat Registration | This service will allow citizens to register their boats online | This application is in the project planning phase | January 2006 |
| Alabama Department of Public Health | E.M.S. License Renewal | This service will allow E.M.S. professionals to renew their licenses online. | This application is in development. | January 2006 |

SERVICE REQUESTS

Service Request #83

Alabama Department of Insurance- Fireworks Permits Merchant Services

Alabama Interactive requests and recommends that this service for the Alabama Department of Insurance is added to the network as a charge service. The online Fireworks Permits Merchant Services will be at no cost to the Alabama Department of Insurance.

MONTH IN REVIEW

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| Total November AI Network Transactions: | 200,060 |
| Average Successful Request per Day: | 6,669 |
| Total November alabama.gov Visitors: | 176,182 |
| Total November alabama.gov Page Views: | 1,272,755 |
| Total November alabama.gov Chats or Offline Messages from Live Help: | 719 |

OPERATIONS & ADMINISTRATION

Alabama Interactive is working with the Information Services Division to develop a user group conference for early spring. The conference is in the initial planning stages at this time.

OTHER BUSINESS/IN CLOSING

In closing, November has been a busy month as many license renewals periods come to a close. Hand in hand, with high volumes in license renewals, also come many inbound phone calls with questions from constituents. The staff of Alabama Interactive dedicated their efforts to customer service and the successful completion of another license renewal period for several state agency partners.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,
Winn McInnis